

Like all airlines, Air Canada screens passengers for several reasons. We are obligated by the government of Canada to enforce the Canadian government's No Fly list and for information on that please contact Transport Canada. [613-993-0055](tel:613-993-0055). For flights to and from the U.S., we are obligated by law to enforce the U.S. No Fly List. For information on that, contact the Transportation Security Administration in the U.S. [571-227-2829](tel:571-227-2829). We are in compliance with the regulations of the countries in which we operate. This includes matters of security, details of which by their very nature cannot be disclosed in order to ensure their effectiveness.

It is important to remember we carry 34 million people a year, the equivalent of the entire population of the country. So we are dealing with very large numbers of people, many will share the same or similar names.

It is also important to note, that in the vast, vast majority of cases, people who are identified for additional screening are not the actual person on a list. It is just that they share a common name.

In those cases, we request secondary identifying information, such as an Aeroplan number, a middle name, birth date, or address to verify they are not the person on the list. They are then cleared and allowed to proceed. We try to do this as quickly as possible and, in the case you asked about, this is what happened and both individuals made their flights. We will also advise people to use this supplementary identifying material for future flights so they can travel without delay.

In cases where a passenger's name is similar to one on a list, but he or she is not the individual in question, we cannot provide information about the list or the names on the lists because that will breach the privacy of the third party whose name is on the list, (e.g. if the prohibited person on the list cannot fly because of a medical condition.)

In cases where a person is the actual individual on a list we will tell them as much as we are legally permitted to about the situation and what action they must take. In the case of their being the person on a government list, the situation will be confirmed and handled by the appropriate government agency.